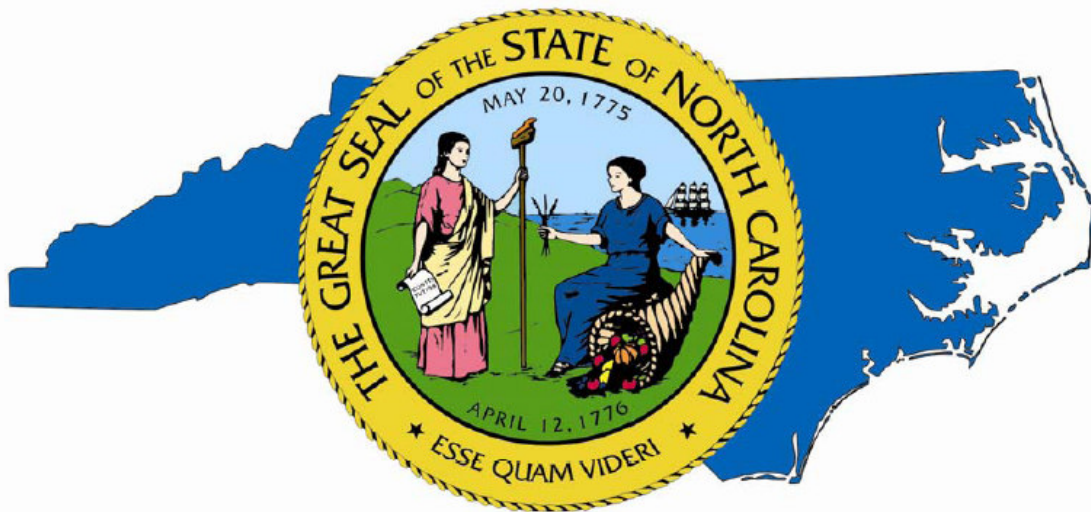


**State of North Carolina**  
**National Veterinary**  
**Stockpile**  
**Standard Operations**  
**Procedures**  
**December 2010**



**Department of Agriculture and Consumer  
Services**

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## **I. REQUESTING ASSISTANCE FROM THE NATIONAL VETERINARY STOCKPILE**

### **A. Prior to Requesting NVS Assistance**

The request for assistance from the National Veterinary Stockpile (NVS) is a joint State and USDA APHIS Veterinary Services (VS) decision based upon the type and scale of damaging animal disease outbreak, and level of available State and local resources. The request for NVS countermeasures will be made prior to the exhaustion of available State and local resources.

### **B. Initial Request for NVS Physical Countermeasures**

The North Carolina State Veterinarian (SV) or designee and the USDA APHIS VS Area Veterinarian in Charge (AVIC) or designee will identify the resources the State has available; including State, local, Federal and private sector resources, and those needed to respond to a damaging animal disease. In their evaluation, they will consider the status of State emergency declarations that may release additional State and local resources. If a consensus is made that the NVS countermeasures are needed based on actual intelligence, then the following shall occur:

1. SV and AVIC concur on the type and quantity of NVS resources required.
  - a. The SERT Liaison will notify the State Emergency Operations Center 24 Hour Center by calling 800-858-0368 and provide the following information:
  - b. Name and that the individual is the NC State Veterinarian or designee;
  - c. Phone number at which the individual can be reached;
  - d. Inform the 24 Hour Center that he/she is calling for “situational purposes only” and request an EM-43 be created if the State Emergency Response Team (SERT) is not activated at the time;
  - e. The general background of the incident; and
  - f. No State resources are needed at this time.
2. SV and AVIC consult with the NCDA&CS Incident Commander and NCDA&CS Logistics Section Chief to determine if NCDA&CS or NCEM resources will be required. No decision will be made at this time; this step is to develop a solid deployment strategy. Items to be discussed include, where applicable the disposition of vaccines or antivirals:
  - a. Where any antivirals for responders will ship to if needed;
  - b. Which NCEM warehouse is recommended to receive physical countermeasures;
  - c. What additional NCEM resources may be needed including any transportation resources; and
  - d. Who will be the primary State point of contact for coordinating the NVS. This will normally be the NCDA&CS Logistics Section Chief.
3. SV and AVIC will consult with USDA APHIS VS Regional Office.

4. USDA APHIS VS Regional Office calls NVS 24/7 emergency hotline **800-940-6524** and leaves name and telephone number with operator.
5. USDA APHIS NVS Director will return call immediately and engage in conference call with necessary officials to determine the details of the request, including:
  - a. damaging animal disease
  - b. infected species and estimated number of animal populations
  - c. number of responders fielded immediately
  - d. number of affected premises, and name and contact information for State point of contact coordinating the NVS.
  - e. Type and amount of physical countermeasures needed
6. USDA APHIS NVS Director will either approve or deny the state's request. If the request is denied, the SV or designee will contact the State EOC 24 Hour Center and provide an update denoting that the NVS resource request was denied.

## **II. Approval of Request by APHIS**

If the USDA APHIS NVS Director approves the release of the NVS to North Carolina, then the following shall occur:

1. The NCDA&CS SERT Liaison will contact the State EOC 24 Hour Center and provide the following information:
  - a. Notification that the National Veterinary Stockpile (NVS) was requested and approved by the USDA.
  - b. Whether or not the State Veterinarian has declared an animal emergency and/or the Governor has declared a state of emergency .
  - c. If the SERT is already activated under an existing annex to the State Emergency Operations Plan, then request this information is passed to the NCDA&CS SERT Liaison and SERT Logistics Chief. If the SERT is not activated at the time, then request services to be rendered through the NCDA&CS-NCCEM MOA for NVS.
  - d. Estimated time of arrival for the NVS within North Carolina.
  - e. Which NCCEM warehouse needs to be activated, and what support is needed:
    - i. warehouse staff only, or
    - ii. warehouse staff and transportation services.

2. The NCDA&CS Logistics Chief will notify the on-site incident commander that the NVS was requested and approved.
3. The NCEM 24 Hour Center will follow the internal standard operating procedure (SOP) for the activation of the NVS.
4. The NCEM Logistics Chief or assigned representative will contact the NCDA&CS Logistics Chief and notify him when the warehouse will be operational, and obtain a list of delivery locations if NCDA&CS needs NCEM to deliver to the field.

### **III. Activating the Warehouse**

Upon notification that support is needed, NCEM will:

1. Activate the appropriate warehouse in accordance with NCEM Logistics SOP 002 *General Warehouse Operations*, to include initiating a Budget Deficit Allocation (BDA) to cover per diem costs and emergency purchase orders for contracted transportation vendors.
2. Activate the appropriate transportation contracts needed to facilitate the movement of NVS from the receiving warehouse to the field if needed.
3. Once the warehouse is operational, NCEM Logistics will notify the NCDA&CS Logistics Chief that the warehouse is operational and ready to receive NVS supplies.

NCDA&CS will:

1. Deploy one (1) NCDA&CS Logistics representative and one (1) picking team consisting of four (4) personnel to the activated NCEM warehouse, to assist in the management of the NVS materials and any federal support team members.
2. Notify the NVS Mobile Logistics Team (MLT) to report to the activated NCEM warehouse.
3. Provide a list of NCDA&CS and NVS MLT support personnel with contact information to NCEM Logistics.
4. Activate the NC agriculture warehouse, receive any drugs at that location, and distribute as necessary to the field
5. Activate and staff field receiving sites as necessary.

It is the responsibility of each agency to provide required logistical support for their staff to include feeding, lodging and transportation of personnel to and from sites.

#### **IV. Receiving the Countermeasures**

Once warehouse operations have commenced and the shipments have arrived at the warehouse, the following steps shall occur:

1. Inspect each shipment for damage and to ensure it is safe to unload.
2. If it is visibly damaged:
  - a. determine whether parts of the shipment are usable,
  - b. reject the shipment if it is damaged beyond use, and
  - c. accept the shipment if parts are usable but note visible damage on the bill of lading to support a claim against the carrier.
3. Verify that the shipment contains the number of pieces (such as triwalls, pallets, and pieces of equipment) stated on the bill of lading or receipt documentation.
4. Sign for the shipment.
5. Unload the shipment to the receiving area.
6. Verify that each triwall contains the specified items by checking against the inventory sheet attached to the container. Note any damaged or missing items and forward to the NVS MLT leader for resolution. Mark containers and pallets to reflect their contents by placing an inventory list on the outside of the container.
7. Place like containers together to facilitate picking.
8. Add appropriate line items into the NCEM Logistics enterprise system and receive the NVS into the system.
9. Provide NCDA&CS Logistics Chief a complete list of NVS materials on hand.
10. Follow procedures to assure proper condition upon reception and storage protocols below.

#### ***Temperature Sensitive Items—Additional Procedures***

Temperature-sensitive vaccines, test kits, and antivirals arrive in hand-held cases. Vaccine and test kit cases are insulated and contain cold packs to maintain the contents at 2 to 7°C for approximately 1 day. If ambient in-transit temperatures are likely to exceed

30°C, antivirals also arrive in insulated containers. Each container has a visible indicator that allows receiving personnel to verify that contents remained at proper temperatures during transit using a visible temperature sensing device in each case and declared temperatures (vaccines and test kits 2 to 7°C, human antivirals 14 to 30°C) on shipping documents. (For vaccines, the shipping documents typically have a stamp or placard that identifies the temperature range of such items.) Move vaccines and test kits immediately to refrigerated storage in the warehouse storage area.

Do the following for temperature-sensitive items:

1. Store vaccine and test kits in refrigerated facilities at 2 to 7°C and antivirals at controlled room temperature at 14 to 30°C.
2. Store vaccine, test kits, and antivirals under lock and key.
3. Store antivirals in locations that comply with State pharmacy requirements for prescription drugs.
4. Monitor stored product for proper temperature every 4 hours.

An NVS Mobile Logistics Team (MLT) deploys with the physical countermeasures. The team always includes a logistics expert and may include other members that act as liaisons with incident command at various levels. The team initially reports to the location that incident command specifies and then to the location incident command directs.

MLT responsibilities include the following:

1. The logistics expert
  - a) explains the contents of NVS shipments,
  - b) identifies where to find specific items in NVS shipments,
  - c) coordinates inbound NVS shipments and replenishments with the NVS Deployment Management Team (DMT) at APHIS headquarters,
  - d) resolves NVS shipment problems,
  - e) provides technical assistance to the warehouse managers and staff for logistics issues in general and NVS issues specifically,
  - f) coordinates the packing and return shipment of unused and reusable NVS countermeasures with warehouse and incident command staff members, and
  - g) serves as a general logistics problem solver: ensuring responders get the logistics support they need.



## **V. Subsequent Requests for NVS Physical Countermeasures**

Following the initial receipt of NVS countermeasures, the NCDA&CS logistics section's supply unit leader and inventory manager will coordinate with the NCDA&CS planning section's resource unit leader to continually evaluate available resources and to determine when to acquire more. The NCDA&CS supply unit's ordering manager will coordinate with the NCDA&CS finance/administration section's procurement unit leader to acquire more resources from a variety of sources. If additional resources are unavailable, the NCDA&CS ordering manager and procurement unit leader will coordinate with the NVS Mobile Logistics Team (MLT) on-site or the NVS Deployment Management Team (DMT) at APHIS Headquarters to request deployment of additional countermeasures.

## **VI. Request for 3D Contractor Support**

1. During the planning cycle, the NCDA&CS Operations Section Chief (OSC) determines the kind, type, and numbers of resources, including personnel, available and needed to achieve depopulation, disposal, and/or decontamination (3D) for the next operational period. The work assignment, reporting location, and requested arrival time are documented on the incident command system (ICS) 215 operational planning worksheet.
2. The NCDA&CS Planning Section Chief and Resources Unit Leader assist the OSC by providing input on available personnel and shortages.
3. If NVS 3D support is needed, the NCDA&CS Finance/Administration section's Procurement Unit Leader will create a statement of work (SOW) that describes the type and amount of assistance as well as when and where the assistance is required. Assistance in this will be provided by the DMT in the form of copies of SOW's to be used as a guide and also in formulation of the current SOW.
4. The NCDA&CS or NCEM Cost Unit Leader will prepare a 3D cost estimate.
5. The NCDA&CS Logistic section's Ordering Manager will prepare an ICS 259-3 resource order form requesting the number of 3D task forces required, the date/time needed, and the reporting location.
6. Following approval of the resource order by the Incident Commander, the Supply Unit Leader and Ordering Manager will deliver the ICS 259-3 resource order form and SOW to the NVS MLT or the NVS DMT.
7. The NVS DMT in APHIS Headquarters will:
  - a. identify a contractor that is available, trained, and qualified to do the work,
  - b. contact the APHIS contract officer and provide the SOW, and
  - c. convene a conference call of incident command officials and the contractor to discuss the work and the contractors' ability to respond.
8. The APHIS contract officer will:
  - a. require the OSC to assign a Federal employee to oversee the contractor's work and sign the daily activity report,

- b. ensure the contractor charges basic ordering agreement rates in the NVS's contract.
  - c. authorize the contractor verbally or in writing to begin work, and
  - d. direct the contractor to provide an estimate of the amount and cost of work within a reasonable period, typically a couple days.
- 9. The 3D task force will:
  - a. check in with the planning section resources unit and complete the required information
  - b. report to the OSC for task assignments.
- 10. The APHIS representative in the finance/administration section pays for the 3D resources and reports the costs.

## **VII. Distributing Inventory**

- 1. The NCDA&CS Logistics Chief will review the NVS inventory list and create a pick list for each field delivery site.
- 2. The NCDA&CS Logistics Chief will provide NCEM Logistics with the detailed pick list for each field delivery site, and a list of all delivery sites.
- 3. The warehouse will pick each order and prepare them for shipment in accordance with NCEM Logistics SOP 002.
- 4. NCEM Logistics will order necessary transportation services to report to the warehouse. If NCDA&CS field responders are picking up the NVS at the warehouse, then the NCDA&CS Logistics Chief will notify the appropriate parties when to arrive to pick up their items.
- 5. The warehouse will deliver NVS materials to the appropriate parties and ensure the Bill of Lading is signed documenting the receiving of the materials.

## **VIII. Recovering and Returning Inventory**

- 1. The NCDA&CS inventory manager prints a list by customer of all high-value items issued that the NVS and other sources want returned. These items should be de-contaminated and returned to the warehouse.
- 2. A warehouse team assigned by the Receiving/Distribution Manager (RCDM) records items as they return from the field and assembles them in the warehouse. The inventory manager uses the warehouse team records to identify high-value items that have not returned and to schedule additional pickups.

3. The RCDM and NVS MLT examine NVS items to determine those that can be reused and those that should be discarded. The warehouse team destroys or discards unwanted items.
4. The warehouse team packs, palletizes, and secures for return NVS reusable, high-value items and supplies that remain unissued in the warehouse. The NVS MLT coordinates pickup of the items and their transport at NVS expense back to NVS distribution facilities.

## **IX. Deactivating Warehouses**

The NCEM Logistics Chief or designated representative, in coordination with the NCDA&CS Logistics Chief, will determine when the warehouse will deactivate. NCEM warehouse staff will deactivate the warehouse in accordance with NCEM Logistics SOP 002.